Office of Management and Budget, Office of Technology, and the Department of Administration partner together on the following policy:

MANAGED PRINT SERVICES (MPS)
Policy Number: MPS 8.3.2

Issue Date: 03/14/2011
Effective Date: 04/01/2011

1. Purpose

To ensure the efficient, secure use of office equipment.

2. Revision History

Revision Date	Revision Number	Change Made	Reviser

3. Persons, Groups, Systems Affected

The executive branch of state government

4. Policy

State of Indiana government shall use office equipment productively, efficiently, and securely.

Productivity
Equipment usage shall follow industry best practices as noted below to ensure the productivity of users by convenient access to the equipment using the principles below:

a) 30 ft. placement distance for black and white multi-functional devices.
b) 30 ft. to 40 ft. placement distance for color enabled devices.
c) 40 ft. placement distance for standalone faxing devices.
d) 100 ft. placement for back up printing devices.

Efficiency
a) Use of stand-alone desktop, locally connected printers, or shared printers failing to efficiently or effectively serve groups of users are prohibited unless an exception is approved as outlined in Item 6 of this policy.
b) Faxing, printing, copying, and scanning functions shall be consolidated into singular devices known as multi-functional devices (MFD).

c) The placement of MFDs shall follow industry best practices in regard to number of users per device. Minimum standard is 8-10 users per device.
d) Color printing shall be minimized to lower printing costs. All devices shall be defaulted to black & white. Color printing shall be a selectable option. User shall make every effort to use color only when required by the job and limit color to the final prints/copies only.
e) Devices shall be set to duplex (2-sided) by default.
f) Rules shall be defined to optimize document output efficiency. Rules shall include, but are not limited to, routing to another device or the Copy Center based on quantity of impressions, job type, and job requirement. Proximity of the devices shall not be a default route unless other routing rules are met or an exception is approved.

Security

a) Confidential printed materials shall be viewable only by those authorized during and after the printing process.
b) Instances of printed, confidential materials shall be kept to a minimum and user maintains responsibility for ensuring access is limited to authorized individuals.
c) Printed materials are properly destroyed after use to prevent unauthorized access.
d) Hard drives and other storage mechanisms within MFDs shall be set to delete/erase copy jobs upon their completion. Delete settings shall ensure that no state information would be recoverable from MFD storage at a time of repair, theft, or retirement. State agencies shall not modify any configuration that ensures the secure deletion of state data from the MFD.

5. Responsibilities

Agencies – implement this policy, ensure it is followed, and that exceptions are limited, that efficiency goals are realized, that users are trained on functions that realize efficiency and secure printing.
IDOA – assist and advise agencies on enabling productivity through the provision of capable, easily accessed equipment, and routing rules.
IOT – ensure that secure printing options are available where needed.
OMB – validate fiscal responsibilities.

6. Exceptions

Procedure

1. Agencies shall identify points of contact within their agency to review exception requests.
2. Agencies shall forward exception requests to IDOA for further review.
3. A board consisting of OMB, IOT, and IDOA shall grant an exception and work with the agency to implement the request efficiently; or
   return the exception to the agency for further justification or analysis.

Exhibit A – Managed Print Services Exception Request

1. Provide accommodation and/or business exception requested.
2. Reason for exception.
3. Name, position, agency, division, and location of user.
4. Permanent or temporary exception? If temporary, provide timeline.